

**AWARD NOMINATION
LARGE BUSINESS PARTNER OF THE YEAR**

**(For presentation at the Annual Small Business Awards ceremony
June 2005)**

Bureau: Internal Revenue Service

- 1) Please provide the following company information:

Company Name: Accenture LLP

Address: 11951 Freedom Drive
Reston, VA 201900564

Telephone Number: 301.947.1053

Point of Contact: Mark Vallaster, Partner

- 2) Please describe how this large business has excelled in the past year in your subcontracting program by creating opportunities and awarding subcontracts to small (SB), small disadvantaged (SDB), women-owned small (WOSB), HUBZone small (HUBZSB), veteran-owned small (VOSB), and service disabled veteran owned (SDVOSB) small businesses. Additionally, please provide a brief profile of the firm in your description.

Accenture has participated in every Treasury Prime Vendor Outreach Session in the last 3 years. Accenture has over 20 small business subcontractors on their TIPSS team and supports them both through staffing opportunities on task orders and supports their marketing activities around IRS and Treasury. Accenture has participated in the Treasury Mentor Protégé program since the mid-1990s. They currently have 4 protégé companies, one in each category of minority owned, women owned, veteran owned and small disadvantaged business. Accenture has been a remarkable company that has worked with the IRS Service to successfully meet our needs, reduce costs and provide outstanding customer support and service.

Large Business Partner of the Year Nomination
Accenture

1. Quality of the product/service delivered by the contractor, and demonstrated managerial and technical support above that required by the contract.

Accenture has been part of the TIPSS program as a prime contractor since the inception of TIPSS in 1995. Accenture is recognized as the delivery leader among the TIPSS vendors and has taken on some of the largest delivery challenges. Two of their largest programs are two of the most visible on the TIPSS program – IRS.GOV and the Health Coverage Tax Credit. Both programs are full life-cycle development programs that were delivered on extremely aggressive scheduled – 6 months and 5 months respectively. Accenture delivered both programs on time, on budget, and in complete compliance with all TIPSS requirements and regulations. In each case, Accenture's clients on those engagements have been extremely pleased with the level of service and have continued to exercise options and fund the task orders to keep Accenture doing good work.

The other Accenture orders are equally successful in that the work is delivered on time, on budget, and in compliance. In all cases, Accenture's program management organization has dealt with issues as they have arisen and has worked closely with procurement to ensure that all activities are in compliance with all reporting and regulations. Accenture has tasks of a variety of sizes and strategic importance but treats each as if it were their most important. We meet at least weekly with members of Accenture's program management staff including the program manager and have always had our issues addressed timely. Several of Accenture's TIPSS customers have gone out of their way to tell us that Accenture continues to exceed their expectations with their delivery and quality products and services.

2. Consistent delivery of the product by the contractor.

Since the beginning of the TIPSS program in 1995, all of Accenture's work products and deliverables have been completed on time and on budget. We have never had a customer complain about the quality or consistency of Accenture's deliverables. Accenture is frequently called upon to execute large and fast moving programs and in all cases, Accenture has exceeded the expectations of the clients. This consistency is also seen in their partnership with procurement in compliance with contract deliverables.

3. Tangible evidence of a willingness and flexibility on the part of the contractor when dealing with the customer, such as;

- a. To meet changes in the delivery schedule.,
- b. To provide prompt and early communication of technical problems with reasonable solutions to correct the problem, and;
- c. to implement the resolutions to product or service problems quickly.

We have received specific comments from our TIPSS customers regarding Accenture's flexibility. Accenture is viewed as extremely flexible in all ways including delivery schedules and requirements, identification of problems and issues, and in implementing solutions to problems. In fact, we have heard from TIPSS customers that this is one of their strengths. For example, one of their recent programs, the Individual Taxpayer Identification Number (ITIN) program was at risk of not being able to move to the development phase due to funding constraints. Mr. Morgante made a request of Accenture to "get creative" in finding a way to complete the work. Accenture worked very hard at this and was even willing to propose on a Share in Savings basis, essentially doing the work at risk, to complete the project. Ultimately, one of their projects came up with a way to reduce the infrastructure costs for the ITIN implementation by reducing the hosting costs that the PRIME program would have charged. The work is currently underway and on target for a Summer delivery.

Another example is their work on the Correspondence Imaging System program. This very strategic imaging system done at the Tier B level had a very complex management structure put in place by the IRS. Representatives from DIO and the BSP offices plus Austin based resources from W&I and MITS were leading the effort. Added to the complexity was that the bulk of the work was being performed at the Austin processing center made overall coordination and reporting extremely complex. This program was also challenged by its budget. On all cases, Accenture worked through the communication and reporting issues and dealt with funding gaps well including a break in service generated by an IRS engineering review of the architecture that was delayed. In addition, Accenture also found a way to deliver the system within the funding challenges by modifying their technical solution to fit both within the IRS Enterprise Architecture as well as within the budget.

4. Independently develop more cost effective means of delivering the product/service to the customer and sharing that information.,

In late 2003, Accenture proactively began reducing their costs both in general and on specific task orders. They did this proactively with little involvement from the IRS. Corporately, Accenture worked to lower their overhead and general and administrative rates which in turn reduced their costs on all of their task orders. This effort resulted in a 40% decline in their rates on current task orders and a credit to the IRS for work they had performed in FY2003 and FY2004 of over \$9,000,000 (as reducing overhead and G&A rates impacts prior years work). This resulting credit enabled the IRS to increase funding to key programs that needed it such as Correspondence Imaging and ITIN.

In addition on the Health Coverage Tax Credit program, Accenture worked closely with IRS procurement and the TIPSS customer to reduce their overall cost by a total of 50% over the past year. As the team realized that the projected ramp up of participants in the program was lower than expected, Accenture work to reduce their support costs to roughly ½ of what was originally projected. This was done in partnership with the IRS and with only a minimal reduction in service.

On the IRS.gov program, Accenture and the IRS were grappling with how to deal with the increased traffic the re-platformed web site was generating. The re-platformed site had become extremely popular and as a result traffic was increasing at a rate much higher than projected. This increased traffic would have resulted in a significant increase in the cost of the managed service if done on a traditional basis. Accenture worked on this problem and proposed a very innovative solution from a company called AKAMAI. AKAMAI provides on demand caching service at a cost point vastly below what additional infrastructure would cost if purchased. The new solution allowed the IRS to handling the increased traffic at a much lower cost.

5. Representation to the customer provided by senior company management officials and company management demonstrate a commitment to meeting the customer's needs.

Accenture's TIPSS program manager is a partner (their most senior level) and has direct responsibility for all of Accenture's work with the IRS and the Department of Treasury. Their program manager is directly involved in all task orders, proposals, and other activities such as the TIPSS Alliance meetings and the Small Business Vendor Outreach sessions. He has always been available to IRS procurement and other executives when called upon.

When called upon by the IRS for more senior representation, Accenture has always been very flexible. On their Health Coverage Tax Credit program, Deputy Commissioner Mathews requested to meet with the head of Accenture's federal group to discuss several issues that had come up outside the program – specifically funding. Accenture responded very timely and the meeting occurred at the convenience of the IRS.

6. Outstanding support of the small business community, demonstrated through

a. participation at Treasury Prime Vendor Outreach Sessions, other Treasury conferences and special events,

Accenture has participated in every Vendor Outreach Session in the last 3 years. In most cases, their program manager and someone from their contracts organization attends. Accenture has been very supportive of the Vendor outreach program. Accenture has also been part of various vendor days and other TIPSS including the lunches and alliance meetings. In all cases where we have asked Accenture to participate in a small business event, Accenture has supported us.

b. participation at small business conferences and fairs,

Over the years, Accenture has been very responsive to our requests for support at conference as fairs targeted at small businesses. In addition to the Treasury outreach events, Accenture participates in events by independent associations such as the Industry Advisory Council (IAC), AFFIRM, and INPUT that are dealing with small business issues. Accenture has a specific position in their contracts management organization responsible for their compliance with small business contracting goals. This position also participates in several GSA councils that are dealing with issues such as the bundling of requirements on IDIQ contracts. Through this work, Accenture clearly understands the importance of the small business community both to the government at large and to Treasury.

c. willingness to talk to the small business community about potential subcontracting opportunities,

Accenture has over 20 small business subcontractors on their TIPSS team and supports them both through staffing opportunities on task orders and supports their marketing activities around IRS and Treasury.

d. participation in Treasury's Mentor Protégé Program.

Accenture has participated in the Treasury Mentor Protégé program since the mid-1990s. They currently have 4 protégé companies, one in each category of minority owned, women owned, veteran owned and small disadvantaged business. Accenture supports their protégés with marketing support as well as their CMM compliance initiatives.

**AWARD NOMINATION
PROGRAM MANAGER OF THE YEAR**

**(For presentation at the Annual Small Business Awards ceremony
June 2005)**

Bureau: [Internal Revenue Service](#)

- 1) Please provide the following information:

Individual's Name: [Mark A. Vallaster](#)

Organization: [Accenture LLP](#)

Telephone Number: [301.947.1053](#)

- 2) Please describe how this individual contributed to the accomplishment of procurement outreach and/or award efforts to small business concerns. Additionally, please provide a brief profile of this individual in your description (i.e., job title, types of products or services their office buys, etc.) [See attached.](#)

Program Manager of the Year
Accenture

Mark Vallaster has been Accenture's program manager for 6 years on both the TIPSS-1 and TIPSS-2 programs. In that role, Mark is responsible for all the Accenture task orders. Mark is also responsible for all of Accenture's work with the Department of Treasury and is a partner with Accenture, their most senior level. Mark meets with IRS procurement on at least a weekly basis and works in partnership with us to deliver on time, on budget, and in compliance with all regulations. Mark has also been very proactive in not only resolving issues that we have raised on particular task orders or program wide but also raising issues that occur that might affect delivery of their work.

1. Commitment to supporting the small business community through

a. willingness to meet with small businesses to discuss potential opportunities,

Accenture's Program Manager, Mark Vallaster, has been very responsive to small business vendors who have reached out to him about specific opportunities or to be on the Accenture TIPSS team. We have directed numerous companies to Mark and he has always been willing to meet and discuss their ideas and opportunities. Mark supports their marketing efforts whenever possible and provides them information on IRS activities that might be appropriate for small business.

b. participation in Treasury's IT Vendor Outreach Sessions or regular Vendor Outreach Sessions,

Accenture has participated in every Vendor Outreach Session in the last 3 years. In all cases but 1, Mark and someone from their contracts organization attends. Accenture has been very supportive of the Vendor outreach program. Accenture has also been part of various vendor days and other TIPSS including the lunches and alliance meetings. In all cases where we have asked Accenture to participate in a small business event, Accenture has supported us.

c. participation at other Treasury small business events including conferences and fairs,

Over the years, Mark has been very responsive to our requests for support at conference as fairs targeted at small businesses. In addition to the Treasury outreach events, Mark participate in events by independent associations such as the Industry Advisory Council (IAC), AFFIRM, and INPUT that are dealing with small business issues. Through this work, Mark clearly understands the importance of the small business community both to the government at large and to Treasury.

d. requesting that particular projects be set-aside for the small business, 8(a), or HUBZone programs.

Accenture has identified several opportunities that would be appropriate for small businesses and has reported them to us. There have been several cases on both CIS and on their IRS.gov work where the IRS needed an independent study or review performed or required a support contractor. In those cases, Mark was quick to suggest that a TIPSS small business might be appropriate for that work.